

FARRIS, MATHEWS, BRANAN & HELLEN, P.L.C.

ATTORNEYS AT LAW

WILLIAM W. FARRIS
HARLAN MATHEWS
HOMER BOYD BRANAN, III
TIM WADE HELLEN
EDWIN DEAN WHITE, III
CHARLES B. WELCH, JR.
G. RAY BRATTON
JOHN MICHAEL FARRIS
O. DOUGLAS SHIPMAN
D. EDWARD HARVEY
REBECCA PEARSON TUTTLE
EUGENE STONE FORRESTER, JR.
DEDRICK BRITTENUM, JR.
BARRY F. WHITE

NASHVILLE CITY CENTER
511 UNION STREET, SUITE 2400
NASHVILLE, TENNESSEE 37219

FAX (615) 726-1776

PHONE (615) 726-1200

ROBERT F. MILLER
ROBERT A. MCLEAN
ANITA I. LOTZ
BRIAN L. KUHN
GREGORY W. O'NEAL
STEVEN C. BRAMMER
HAROLD W. FONVILLE, II
FRED D. (TONY) THOMPSON, JR.
RICHARD D. CLICK
JEFFREY M. CLARK
OF COUNSEL
HENRY H. HANCOCK
PAUL E. PERRY

March 13, 1998

HAND DELIVERY

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

RE: BellSouth Telecommunications Entry into Long Distance
(INTERLATA) Service in Tennessee Pursuant to Section
271 of the Telecommunications Act of 1996
TRA Docket No. 97-00309

Dear Mr. Waddell:

Enclosed for filing, please find the original plus thirteen (13) copies of the Proposed Performance Measures Submitted By Time Warner Communications of the Mid-South, L.P. to be filed in the above referenced proceeding. Copies are being served on parties of record.

If you have any questions or concerns with regard to this filing, please do not hesitate to contact me.

Very truly yours,

FARRIS, MATHEWS,
BRANAN & HELLEN, P.L.C.

By: Charles B. Welch, Jr.
Charles B. Welch, Jr.

CBWjr:cg

encs:

cc: Parties of Record

Carolyn M. Marek

C:\DATA\CBW\271\WADDELL.313

REC'D TN
REGULATORY AUTH.
98 MAR 13 AM 11 58
OFFICE OF THE
EXECUTIVE SECRETARY

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE: BellSouth Telecommunications, Inc.'s]	
Entry Into Long Distance (InterLATA)]	
Service in Tennessee Pursuant to Section 271]	DOCKET NO. 97-00309
of the Telecommunications Act of 1996]	

***PROPOSED PERFORMANCE MEASURES SUBMITTED BY
TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.***

Time Warner Communications of the Mid-South, L.P. ("Time Warner") submits Proposed Performance Measures pursuant to the Order Establishing Format of Technical Workshops on Performance Measures and Standards dated March 6, 1998, as follows:

1. Time Warner and BellSouth executed Amendment No. 1 to their Master Interconnection Agreement which was subsequently filed with and approved by the Tennessee Regulatory Authority ("TRA"). The Amendment, a copy of which is attached hereto, established baseline performance measurements for local interconnection between the Parties.

2. As a starting point, Time Warner submits that the "best" performance measures should be assimilated from all the currently approved interconnection agreements in Tennessee. BellSouth is in the best position to provide a proposal for service quality measurements since it must develop systems to implement the provisions of each of its interconnection agreements. BellSouth's proposal should then be reviewed by all interested parties to ensure measures and standards are adequately addressed.

3. The standardized reports that BellSouth has generated on performance standards to date have focused on measures related to market entry based on resale and unbundled elements rather than facilities-based entry. BellSouth has yet to deliver

performance measurements results to Time Warner that comply with the specific provisions of the Parties' Amendment No. 1. For example, BellSouth agreed to measure performance for the provision and maintenance of interim number portability ("INP"). These measures are of particular importance to facilities-based new entrants. Additionally, BellSouth has asked the FCC for a waiver to delay the implementation of Long-Term Number Portability, therefore, measuring INP performance is necessarily critical.

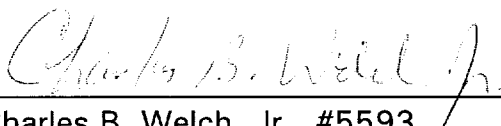
4. Time Warner recommends that the TRA consider the imposition of sanctions for BellSouth's failure to perform to the quality levels ultimately ordered in this proceeding. BellSouth should not only have to "measure" its service quality, but adhere to a "standard". Without some incentive to perform, BellSouth will merely produce reports with potentially meaningless data.

5. While the TRA is focusing attention on service quality standards, consideration should be given to standards for the provision of access services as well as interconnection services. Many competing local exchange providers (CLECs) finance their local exchange services, in part, with the revenues generated from their alternative access services. If the access services provided by BellSouth to CLECs for the provision of CLEC retail services are sub-standard, ultimately the CLEC's end-user customers will become dissatisfied. Obviously, the CLEC's total business will be harmed, if customers have a negative perception of the CLEC's ability to provision access services.

6. The performance measures ordered in the BellSouth/AT&T/MCI Arbitration proceeding on Issue 3 were interim standards. The order states "(t)hat these interim performance and reporting standards and requirements shall govern until the parties or the

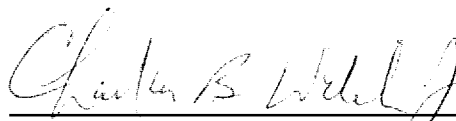
telecommunications industry develop more permanent standards." This Section 271 proceeding provides an impetus and a forum to develop these permanent standards in order for BellSouth to meet one of the checklist items. The interim standards ordered in the arbitration should remain in effect for AT&T/MCI/BellSouth until permanent standards are adopted. Similarly, the performance standards in the Time Warner/BellSouth negotiated agreement should remain effective for Time Warner until such permanent standards are adopted by the TRA.

Respectfully submitted,
**FARRIS, MATHEWS,
BRANAN & HELLEN, P.L.C.**

By: 
Charles B. Welch, Jr., #5593
Attorney for Time Warner Communications
of the Mid-South, L.P.
511 Union Street, Suite 2400
Nashville, Tennessee 37219
(615) 726-1200

CERTIFICATE OF SERVICE

I, Charles B. Welch, Jr., hereby certify that I have served a copy of the foregoing Performance Measures of Time Warner Communications of the Mid-South, L.P. to all parties of record attached hereto, by depositing copy of same in the U.S. Mail, postage prepaid, this the 13th day of March, 1998.


Charles B. Welch, Jr.

SERVICE LIST - DOCKET NO. 97-00309

Dennis McNamee
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0500

James Lamoureux
AT&T
1200 Peachtree St., NE
Atlanta, GA 30309

Dana Shaffer
Nextlink
105 Malloy Street, #300
Nashville, TN 37201

Vincent Williams
Consumer Advocate Division
4265th Avenue N., 2nd Floor
Nashville, TN 37243

Alaine Miller
Nextlink
155-108th Ave. NE #810
Bellevue, WA 98004

Enrich C. Soriana
Kelley, Drye & Warren
1200 19th St., NW #500
Washington, DC 20036

H. LaDon Baltimore
Farrar & Bates
211 Seventh Ave. N - #320
Nashville, TN 37219-1823

Carolyn Tatum Roddy
Sprint Communications
3100 Cumberland Circle, N0802
Atlanta, GA 30339

Henry Walker
Boult, Cummings, et al.
P. O. Box 198062
Nashville, TN 37219-8062

Guilford Thornton
Stokes & Bartholomew
424 Church Street
Nashville, TN 37219

Martha P. McMillin
MCI Telecommunications Corp.
780 Johnson Ferry Road, #700
Atlanta, GA 30342

D. Billye Sanders
Waller, Lansden, Dortch & Davis
511 Union Street, #2100
Nashville, TN 37219-1750

Jon E. Hastings
Boult, Cummings, et al
P. O. Box 198062
Nashville, TN 37219-8062

Michael McRae
TCG
1133 21st St., NW, #400
Washington, DC 20036

Val Sandford
Gullett, Sanford, et al
230 Fourth Ave. N., 3d Floor
Nashville, TN 37219-8888

Guy M. Hicks
BellSouth Communications
Suite 2101
333 Commerce Street
Nashville, TN 37201-3300

AMENDMENT NO. 1

MASTER INTERCONNECTION AGREEMENT

This Amendment to Master Interconnection Agreement (the "Amendment") is entered into effective the ____ day of September, 1997 by and between the telecommunications entities set forth on Exhibit A hereto (referred to collectively as "Time Warner") and BellSouth Telecommunications, Inc. ("BellSouth") (collectively the "Parties") for the purpose of establishing performance standards and measurements for interconnection arrangements between the Parties' telecommunications network facilities in the states of Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee (the "Territory").

RECITALS

A. The Parties entered into a Master Interconnection Agreement (the "Agreement") effective June 1, 1996 which has been approved by the appropriate regulatory agencies in the Territory;

B. The Parties desire to amend the Agreement to provide for performance standards and methods for measurement of compliance with such standards consistent with all applicable federal, state and local statutes, rules and regulations and the terms and conditions of the Agreement; and

C. Further the Parties acknowledge that certain industry standards should be adopted for engineering purposes for the provision of interconnection services, facilities and equipment required by the Agreement.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

I. GENERAL PROVISIONS FOR PERFORMANCE MEASUREMENTS

1.1. In the event of any inconsistency or conflict between the standards, measurements, and performance requirements BellSouth provides itself or another ALEC and the standards, measurements, and performance requirements set forth in the Agreement or this Amendment, such inconsistency or conflict shall be resolved in favor of the standard, measurement and performance requirement most favorable to Time Warner.

1.2. In providing services, equipment and facilities necessary to implement Interconnection between the Parties' telecommunications networks, BellSouth shall provide Time Warner with the same quality of service BellSouth provides itself and its affiliates, its end-users, and other ALECs to the extent other ALECs are not requesting and paying for a higher quality of service. BellSouth's performance under this Amendment shall provide Time Warner with the capability to meet standards or other measurements that are at least equal to the level that BellSouth provides or is required to provide by law or its own internal procedures. BellSouth shall satisfy all service standards, measurements and performance requirements set forth in the Agreement and this Amendment.

1.3. The parties acknowledge that the need will arise for changes to the measurements specified in this Amendment during the term of the Agreement. Such changes may include the addition or deletion of measurements or a change in the performance standard for any particular metric, as well as the provision of target performance levels, as set forth in this Amendment. Unless otherwise specified in this Amendment, the Parties agree to meet on a quarterly basis to review monthly measurements to determine if any changes are appropriate, and may include the provision to Time Warner of any additional measurements BellSouth may provide itself.

1.4. The Parties agree to monitor actual performance on a monthly reporting basis. If actual performance falls below agreed expectations, the Parties will perform a root cause

analysis. If necessary, a process improvement plan will be developed to improve the quality of service provided as measured by the performance measurements. The plan shall be developed expeditiously after it is determined that BellSouth's performance has fallen below agreed expectations.

II. PERFORMANCE MEASUREMENT

2.1. The Parties have agreed to five (5) categories of performance to be measured: (1) Service Provisioning and Maintenance; (2) Interim Number Portability; (3) Directory Assistance; (4) Line Identification Database ("LIDB"); and (5) Customer Service Records. Each category shall be measured to indicate timeliness, accuracy and quality. BellSouth shall report the measurements for the activities in each category in comparison with the targets provided herein.

2.2. Except as otherwise provided in this Amendment, BellSouth shall provide measurement data on a monthly basis for each state in the Territory in which Time Warner offers service. The data shall be reported to Time Warner in a format that will enable Time Warner to compare BellSouth's performance for itself and all other ALECs as a group with respect to a specific measurement to BellSouth's performance for Time Warner for that same specific measurement. BellSouth shall also provide the data used to calculate each measurement for Time Warner as may be reasonably requested.

2.3. The Parties acknowledge that target performance levels have not been provided for all measurements and that such targets for certain categories of performance will be required to improve performance, to maintain parity with that which BellSouth has obligated itself to provide under this Agreement, or to improve service as Time Warner and BellSouth may

subsequently agree. BellSouth and Time Warner agree to meet to discuss establishment of such targets quarterly, starting no later than 90 days after actual performance occurs. Such targets will reflect a negotiated level of performance. Notwithstanding the foregoing, Time Warner reserves the right to request targets that exceed those required by this Amendment. Time Warner acknowledges that such a request may require reimbursement to BellSouth for reasonable and demonstrable costs incurred by BellSouth to provide such levels of performance.

III. PERFORMANCE STANDARDS

<u>A. Service Provisioning and Maintenance</u>	<u>Measurement/Interval (Business Days/BDAs)</u>
3.1. Provisioning Intervals:	
3.1.1. Local Service Request (LSR)	
a. Rejection notice if any errors are found on the LSR, provided the LSR is received before 5 P.M. Eastern Time.	1 Hour
b. LSRs not timely rejected will be deemed accepted.	
c. The start time for determining the Firm Order Confirmation (FOC) interval will commence with the receipt of a complete and accurate LSR.	
d. A rejected LSR will not start the FOC interval.	
e. Service Level I (SLI)- FOC delivered after receipt of an accepted LSR. SLI offers nondesignated loop suitable for POTS service. Includes "mechanized" order coordination such that Time Warner can specify one of three conversion windows for orders to be worked. Time Warner may request "manual order conversion" which will be performed at an incremental charge. Does not include a Design Layout Record (DLR).	24 Hours - 95% of time 48 Hours - 5% of time

Measurement/Interval

This performance measurement is contingent upon 90% accuracy of orders received from Time Warner.

- f. Service Level II - FOC will include electronic verification of availability of facilities at the time the FOC is issued, and a due date for installation. Also includes a DLR, test access points (referred to as SMAS), ground start facilities, manual order coordination (offered as part of the basic SLII service), and/or loops provisioned with test points. FOC delivered after receipt of an accepted LSR as follows:

1 - 5 loops; 90% of time

10% of time

5+ loops

48 Hours

72 Hours

Individual Case
Basis (ICB)

This performance measurement is contingent upon 90% accuracy of orders received from Time Warner.

- g. Order coordination for specified conversion time is offered on both SLI and SLII. If such request can be accommodated, BellSouth will bill Time Warner the option charges associated with this activity.

3.1.2. Access Service Request (ASR) -

- a. The start time for determining the Firm Order Confirmation (FOC) interval will commence with the receipt of a complete and accurate ASR.
- b. FOC will include verification of availability of facilities and a due date for installation.

3.1.3. Installation Intervals

See Exhibits B & C

Installation intervals listed for each service/element are detailed in Exhibit B, "Recommended UNE Provisioning Targets," and Exhibit C, "Recommended Retail/Resale Provisioning Targets." (Exhibits attached

and incorporated by reference.)

Measurement/Interval

3.2. Trunk Service Restoration

- a. BellSouth technicians shall provide repair of service that is at least equal in quality to that provided to BellSouth customers.
- b. Trouble calls for Time Warner customers shall receive response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first served" basis regardless of whether the customer is a Time Warner or a BellSouth customer. BellSouth shall measure the average time it takes to restore service for itself, and other ALECs.
- c. BellSouth shall provide Repeat Troubles Report which shall measure multiple trouble reports from the same customer received within a 30-day period.

Time to Restore -
TBD after three (3)
months of data is
available.

Repeat Troubles -
TBD after three (3)
of data is available.

3.3. New Service Failure

- a. BellSouth shall measure trouble reports from the same customer within the first 30 days after completion of the original service request.

"I" report - TBD
after three (3)
months of data
is available.

B. Interim Number Portability

3.4. Provisioning Intervals

3.4.1. Remote Call Forwarding (RCF) -

1-25 lines
26-50 lines
51+ lines

2 BDAs
3 BDAs
Individual
Case Basis
("ICB")

3.4.2. Direct Inward Dial (DID)

Measurement/Interval

a. Initial request - trunk group to be established 30 BDAs

b. Subsequent request - trunk group in place

1 - 100 lines
100+ lines

5 BDAs
ICB

3.4.3. Establishment of Route Indexing

a. Initial request - new trunks

21 BDAs

b. Subsequent request - augmented trunks

10 BDAs

3.5. INP Service Failure Rate

a. Service failure occurs when there is a service disruption of any duration. Measurements shall be based on percent of trouble reports relative to the total base. BellSouth shall begin measuring the INP Service Failure Rate in August 1997.

Service Failure Rate - TBD after three (3) months of data is available.

3.6. INP Service Restoration

a. BellSouth technicians shall provide repair service that is at least equal in quality to that provided to BellSouth customers.

Time to Restore - TBD after (3) months of data is available.

b. Trouble calls for Time Warner customers shall receive response time priority that is at least equal to that of BellSouth customers and shall be handled on a "first come, first service" basis regardless of whether the customer is a Time Warner or a BellSouth customer.

C. Directory Assistance ("DA")

3.7. BellSouth shall update the database to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy.

24 Hours

Measurement/Interval

D. Line Identification Database ("LIDB")

- | | | |
|------|---|----------|
| 3.8. | BellSouth shall update the LIDB to incorporate Time Warner's customer information after the completion of the service order. Updates shall be measured for timeliness and accuracy. | 24 Hours |
|------|---|----------|

E. Customer Service Records

- | | | |
|-------|---|---|
| 3.9. | BellSouth shall respond to Time Warner's manual request for information regarding a customer's service records. | 1-25 requests - 2 BDAs

more than 25 requests -
mailed within 2 BDAs |
| 3.10. | Information will be available to be accessed electronically. System downtime shall be measured. | Downtime - TBD
after three (3)
months of data is
available. |

IV. INDUSTRY STANDARDS

The Parties acknowledge that the following standards are established industry standards. BellSouth adopts the following standards as performance standards pursuant to the terms of this Amendment.

Service Provisioning and Maintenance

Standard/Interval

- | | | |
|------------------------------|--|----------------|
| 4.1. | Downtime - is the period of time that a system is in a failed state. | |
| 4.1.1. Average downtime for: | | |
| | - all subscriber Loop Combinations | < 49 mins./yr. |
| | - end office switch | < 3 mins./yr. |
| | - individual trunks | < 28 mins./yr. |
| | - digital trunk groups | < 20 mins./yr. |
| | - Remote Terminal (RT) | < 17 mins./yr. |
| | - individual line on a RT | < 13 mins./yr. |

	<u>Standard/Interval</u>
4.1.2. Maximum downtime:	
- for 99% of all subscriber Loop Combinations	< 74 mins./yr.
4.1.3. Mean time to repair (MTTR) of:	
- any equipment at an attended site	< 3 hours
- any equipment at an unattended site	< 4 hours
- completion of 95% of all repairs to the network interface device (NID)	24 Hours
4.1.4. Other:	
- downtime due to power failures at the switch	0 hours - no downtime
- probability of a stable call being cut off	20 cutoffs per one million 1 min. calls
- rate of ineffective machine attempts at the end office	< 0.0005 (5 failures per 10,000 call attempts)

V. ADDITIONAL PROVISIONS

The Parties acknowledge that paragraph 3.4.1 is inconsistent with paragraph 6.17 of the Agreement and agree, to the extent of such inconsistency, that the provisions of this Amendment shall govern. The Parties agree to further amend the Agreement by adding subparagraph k to paragraph 6.14 as follows:

INP Cutover Duration - For a coordinated cutover (where the loop is being purchased by Time Warner as an unbundled network element at the time of INP implementation), BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed. For a non-coordinated cutover (where the loop is supplied by Time Warner), using best efforts not to exceed

30 minutes after the physical cutover is completed. BellSouth shall schedule a mechanized update of the switch translations at the Time Warner requested cutover time (frame due time). In the event that Time Warner shall notify the BellSouth Local Carrier Service Center a minimum of three (3) hours prior to the frame due time to arrange for a new frame due time. BellSouth shall update switch translations, as necessary, as close to the requested time as possible, using best efforts not to exceed 30 minutes after the physical cutover is completed.

VI. MISCELLANEOUS PROVISIONS

6.1. This Amendment is executed and shall become effective in accordance with Article XXV, Paragraph 25.02 of the Agreement.

6.2. The captions contained in this Amendment have been inserted for convenience of reference only and shall not restrict or otherwise modify any of the terms or provisions hereof.

6.3. This Amendment may be executed in any number of counterparts, each of which when executed and delivered shall be deemed an original and all such counterparts shall constitute one and the same instrument. Signatures transmitted by the Parties by facsimile shall have the same effect as original signatures as of the date transmitted by the executing party.

6.4. The Parties shall file this Amendment with the appropriate agencies within the territory as soon as practicable following its execution in accordance with the Act and unless rejected by any regulatory agency, it shall become effective pursuant to its terms with respect to any State in the Territory when approved by the appropriate regulatory agency or when deemed approved under the Act.

6.5. Except to the extent modified or amended herein, the Agreement shall remain in full force and effect in accordance with its terms.

VI.

IN WITNESS WHEREOF, the Parties have executed this Amendment to be effective as of the date and year first above written.

BELLSOUTH TELECOMMUNICATIONS, INC.

BY: _____

TITLE: _____

TIME WARNER Axs OF FLORIDA, L.P. D/B/A TIME
WARNER COMMUNICATIONS OF FLORIDA

BY: _____

TITLE: _____

TIME WARNER COMMUNICATIONS OF NORTH CAROLINA, L.P.

BY: _____

TITLE: _____

TIME WARNER COMMUNICATIONS OF THE MID-SOUTH, L.P.

BY: _____

TITLE: _____

DIGITAL MEDIA PARTNERS

BY: _____

TITLE: _____

EXHIBIT A

TIME WARNER COMMUNICATIONS ENTITIES COVERED BY AGREEMENT

Digital Media Partners

Time Warner AxS of Florida, L.P. d/b/a Time Warner Communications of Florida

Time Warner Communications of North Carolina, L.P.

*Time Warner Communications of the Mid-South, L.P. (formerly known as Time Warner AxS of Tennessee, L.P.)

*Name change approved by Tennessee Regulatory Authority

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
UNBUNDLED INTEROFFICE TRANSPORT		
Interoffice Transport Analog line grade	1	30
Interoffice Transport DSO	1	30
Interoffice Transport DS1	1	30
Interoffice Transport DS3	1	30
O/S AND DA UNES		
Operator Call Processing - OPCH, FACH, BLV, EI, ECT	1	30
Operator Call Processing - Facility Based OPCH, FACH, ECT	1	30
Operator Call Processing - Facility Based BLV, EI	1	30
Directory Assistance Access Service (DAAS)	1	30
Directory Assistance Call Completion (DACC)	1	30
Directory Assistance Number Services Intercept (DANSI)	1	30
Directory Assistance Transport	1	30
Directory Assistance Database Service (DADS)	1	30
Direct Access to DA service (DADAS)	1	30
DIGITAL CROSS CONNECT		
DCS 1/0	1	7
DCS 3/1	1	7
DCS 3/0	1	7
CUSTOMIZED CALL ROUTING (Selective Routing - LCC)		
1 - 5 LCC	1 - 5	30
6 - 25 LCC	6 - 25	60
> 25 LCC	25 +	ICB
UNBUNDLED LOCAL SWITCHING		
2 Wire analog line port	1 - 10	3
	11 - 25	4
	25 +	ICB
Hunting	1	5
2 Wire analog DID trunk port	1 - 10	5
	11 - 25	6
	25 +	ICB
2 Wire ISDN digital line side port	1 - 10	5
	11 - 25	6
	25 +	ICB
4 Wire ISDN DSI digital trunk port	1 - 10	5
	11 - 25	6
	25 +	ICB
Switching functionality	1	5
Unbundled Local Usage (entire local calling area)	1	5

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
UNBUNDLED ACCESS TO OSS		
Preorder	1	30
Order/Provisioning	1	30
Maintenance/repair	1	30
ACCESS TO DATABASES		
800 Database	1	7
Line Information Database (LIDB)	1	30
NUMBER PORTABILITY		
RCF - Remote Call Forwarding	1 - 25	2
	26 - 50	3
	51 +	ICB
DID - Direct Inward Dial		
Initial request - trunk group to be established	Initial	30
Subsequent request - trunk group in place	1 - 100	5
	100+	ICB
NOTES: <ol style="list-style-type: none"> 1. The assigned provisioning date assumes the availability of facilities and equipment. 2. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval. 		

Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
Area Plus	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Call Waiting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Call Waiting Deluxe	per account	<3pm=0;>3pm=1	NA	2	NA
Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA
Custom Calling - Speed Calling; 3-Way Calling; Call Forwarding Variable; Remote Access to CF	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Enhanced Caller ID	per account	<3pm=0;>3pm=1	NA	2	NA
Georgia Community Calling	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Hunting	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Independent Payphone Provider (per location)	1-25 lines 26+	3 3	NA NA	3 ICB	NA
Integrated Package - Area Plus, Area Plus w/Complete Choice & Complete Choice	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Local Exchange Line (Flat/Message/Measured) - Residence	1 line 2 lines 3-5 lines 6-14 lines 15+	<3pm=0;>3pm=1 1 2 4	NA	No dispatch = 0; Dispatch = 1 2 3 4 ICB	NA
Local Exchange Line (Flat/Message/Measured) - Business	1 line 2 lines 3-5 lines 6-14 lines 15+	<3pm=0;>3pm=1 1 2 4	NA	No dispatch = 0; Dispatch = 1 2 3 4 ICB	NA
MemoryCall	per account	<3pm=0;>3pm=1	NA	2	NA
Message Telephone Service (MTS)	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Optional Calling Plan	per account	<3pm=0;>3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
PBX Trunks (Flat/Message/Measured)	1-5 6-10 11+	3 4 5	NA	5 7 ICB	NA
Remote Call Forwarding (RCF)	per account	<3pm=0;>3pm=1	NA	1	NA
RingMaster Services	per account	<3pm=0;>3pm=1	NA	1	NA
TouchStar - Call Tracing; Call Block; Repeat Dialing; Call Selector; Call Return; Preferred Call Forwarding	per account	<3pm=0;>3pm=1	NA	1	NA

Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
Touchtone	per account	<3pm=0; >3pm=1	NA	<3pm = 0 ; >3pm = 1	NA
Visual Director	per account	<3pm=0; >3pm=1	NA	2	NA
AccuPulse	1-4 circuits	3	5	7	12
	5 or more	3+1/add'l ckt	5	7 + 1 per add'l circuit	12+1/add'l ckt
Centrex/ESSX (Additions only)	1 - 10 lines	NA	NA	7	NA
	11 - 25 lines	NA	NA	12	NA
	Over 25 lines	NA	5	ICB	ICB
DID	1 - 8 trunks	4	5	7	12
	9 - 16 trunks	5	5	10	15
	17 - 24	6	5	13	18
	25 +	6+1/add'l trk	5	13 + 1 per add'l trunk	18+1/add'l trk
E911/SALI (Approximately 12-18 months.)	NA	NA	10	ICB	ICB
FlexServ - Digital	1 - 8 circuits	4	5	15	20
	9 +	4+1/ add'l ckt	5	15 + 2 per add'l 4 circuits	20+1/add'l 4 ckt
FlexServ - Analog	1 - 8 circuits	4	5	7	12
	9 - 16 circuits	5	5	10	15
	17 - 24 circuits	6	5	13	18
	25 +	6+1/add'l 4 ckt	7	13 + 1 per add'l 4 circuits	20+1/add'l 4 ckt
FlexServ - 1 544	1 - 4 circuits	4	7	7	14
	5 +	4+1 per add'l ckt	7	7 + 1 per add'l circuit	14+1/add'l ckt
Frame Relay & CDS	1 - 8 circuits	3	2	10	12
	9 +	4	5	10	15
ISDN - Basic	1 - 4 circuits	3	3	10	13
	5 +	3+1 per add'l ckt	3	10 + 1 per add'l circuit	13+1/add'l ckt
ISDN - Primary Rate	1 - 4 circuits	5	5	15	20
	5 +	5+1 per add'l ckt	5	15 + 1 per add'l circuit	20+1/add'l ckt
Lightgate - New Additions	per account	ICB	5	ICB	ICB
	1 - 4 MegaLink	3	5	7	12
	5 + MegaLink	3+1/add'l 4 ckt	5	7 + 1 per add'l 4 MegaLinks	12+1/add'l 4 ckt
MegaLink - Non-Channelized	1 - 4 circuits	3	NA	7	NA
	5 +	3+1 per add'l ckt	5	7 + 1 per add'l circuit	12+1/add'l ckt
MegaLink - Channel Service	1 - 4 circuits	5	5	7	12
	5 +	5+1/add'l 4 ckt	5	7 + 1 per add'l 4 circuits	12+1/add'l 4 ckt
MegaLink Plus	1 - 4 circuits	3	5	7	12
	5 +	3+1 per add'l ckt	5	7 + 1 per add'l 4 circuits	12+1/add'l 4 ckt
MegaLink ISDN	1 - 4 circuits	5	5	15	20
	5 +	5+1 per add'l ckt	5	15 + 1 per add'l circuit	20+1/add'l ckt

Recommended Retail/Resale Provisioning Targets

PRODUCT	Quantity	Resale Switch As Is (in business days)	Service Inquiry (in business days)	Installation Target Interval (in business days) for Retail/Resale New or Existing Account and Resale Switch With Changes	Service Inq. plus Installation Interval
MultiServ/MultiServ PLUS - New - Additional Lines	per account 1 - 10 lines 11 - 25 lines 25 +	ICB ICB ICB ICB	5 NA NA 5	ICB 3 6 ICB	ICB NA NA ICB
NMLI	1 - 8 circuits 9 +	3 5	7 7	10 10 + 1 per add'l 4 circuits	17 17+1/add'l 4 ckt
Off Premise Stations (OPS)	1 - 8 circuits 9 - 16 circuits 17 - 25 circuits 25+	3 4 5 5+1/add'l 10 ckt	NA NA NA NA	7 10 13 13 + 1 per add'l 4 circuits	NA NA NA NA
SMARTPath DS-1	per account	5	7	ICB	ICB
SMARTRing	per account	5	7	ICB	ICB
SynchroNet - Point-To-Point	1 - 8 circuits 9 +	3 3+1/add'l 4 ckt	NA 5	15 15 + 2 per add'l 4 circuits	NA 20+2/add'l 4 ckt
SynchroNet - MultiPoint (1 circuit)	3 - 5 points 6 - 8 points 9 +	3 4 5	NA NA 5	14 16 16 + 2 per add'l 3 points	NA NA 21+2/add'l 3 pt

NOTES: 1 The assigned provisioning date assumes the availability of facilities and equipment

2 ICB means Individual Case Basis Contact your Account Manager to determine the appropriate interval